

CHAPTER 8: HEARINGS

8.1 Appeal of Complaint Investigations

Appeals for either a nursing home complaint or hospital complaint should include the name of the facility, resident involved, and the complaint number, if possible, with the statement, "I request a hearing." signed by the complainant.

The appeal should be sent to:

Michigan Department of Community Health
Division of Operations
Complaint Appeals
P. O. Box 30664
Lansing, Michigan 48909

A. Nursing Homes

Citizens that file a complaint regarding a nursing home receive a letter at the completion of an investigation. This letter includes the findings of the investigation. If not satisfied with the findings, citizens have the right to appeal within 30 days of the date of the letter. The appeal must be in writing and sent to the Department of Community Health (address below). A hearing is then arranged with the MDCH Administrative Tribunal and a hearing is conducted by an Administrative Law Judge (ALJ). The purpose of the hearing is to determine if the investigation was complete. The hearing provides the complainant and the facility the opportunity to present all relevant evidence related to the complaint. The ALJ will then make a ruling whether the complaint should be reinvestigated and notify all parties.

B. Hospitals

Citizens that file a complaint regarding a hospital are sent a letter upon the completion of an investigation. A complainant may appeal the findings. The appeal must be in writing and sent to the Department of Community Health (address above).